



**Montgomery County, Maryland
Office of Human Resources
Training and Organizational Development**

Professional Development Programs

July 2015

Using Reason to Resolve Conflict

July 1, 2015
3:00 pm – 4:00 pm
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Coping with Compassion Stress

July 1, 2015
1:00 pm – 2:00 pm
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Using Email the Right Way (Strategies to enhance email communication)

July 2, 2015
9:00 am – 10:00 am
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Coaching Difficult Employee Performance

July 2, 2015
2:00 pm – 4:00 pm
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Time Management Tools: To Do Lists, Calendars, Smartphones

July 2, 2015
11:00 pm – Noon
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Health Insurance Applying to Retire

July 8, 2015
10:30 am - Noon
Council Office Building Auditorium

- MCG Employees click this link: [Oracle Employee Self Service](#)
- Contractors click this link: [AccessMCG](#)

⌚ **If You DO NOT have a Log-in Name and Password for AccessMCG:** Instructions are at [OHR Training Website](#); Look for this document "OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs."



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July 2015

ERS Applying for Retirement A, E, F, G, H

July 8, 2015
9:00 am – 10:29 am
Council Office Building Auditorium

Don't Let It Happen to You Workplace Violence

July 9, 2015
1:00 am – 10:29 am
UpCounty Regional Services Center
Suite 1100, Room 2
Required for Managers and Supervisors

ERS Retirement Planning – ERS Groups A, E, F, G, H

July 22, 2015
9:00 am – 10:29 am
Council Office Building Auditorium

Health Insurance Planning for Retirement

July 22, 2015
10:30 am - Noon
Council Office Building Auditorium

EEO/Diversity Management

July 23, 2015
9:00 am to Noon
Executive Office Building Auditorium
Lobby Level
Required for Managers and Supervisors

Effective Communication

July 23, 2015
1:00 pm – 2:00 pm
Executive Office Building Auditorium
Lobby Level

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**Montgomery County, Maryland
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Professional Development Programs

July/August 2015

Tuition Assistance Program Overview

July 14, 2015
10:00 am – 11:00 am
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Tuition Assistance Program Overview

July 14, 2015
2:00 pm – 3:30 pm
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

ERS Applying for Retirement A, E, F, G, H

August 5, 2015
9:00 am – 10:29 am
Council Office Building Auditorium

Health Insurance Applying to Retire

August 5, 2015
10:30 am - Noon
Council Office Building Auditorium

Managing Your Career

August 11, 2015
11:30 am – 12:30 p.m.
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

Managing Your Emotions in the Workplace

August 11, 2015
2:00 pm – 3:00 pm
OHR Training and Organizational Center
255 Rockville Pike, Suite 102

- MCG Employees click this link: [Oracle Employee Self Service](#)
- Contractors click this link: [AccessMCG](#)

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How to Enroll in Training Classes Using Oracle Learning Management

Through Oracle Learning Management OLM MCG employees and partners have access to everything they need to create a learning plan, register for classes and maintain their training records.

Employees – with user name and password*

- **Log-in to your Employee Self-Service** at this link www.montgomerycountymd.gov/eportal
 - Select Oracle Employee Self-Service > Learner Self-Service > Learner Home
 - This will bring you to your personal Learner Home Page
- **To Search for a specific class**, use the Search window on the top left of the screen. Be sure to change the criteria from “course” to “class”.
- Click on the **Class Title** to see the class location Venue and instructor information
- Look at the top right-hand side of the screen to find the “Enroll” button
- Click Enroll>Click Review>Click Submit
- You should now see the class listed under “Enrollments” on your Learner Home page.
- If you are enrolling in a Computer-based training CBT course, you must enroll in both the CBT course and the assessment to complete the class.
- **For additional help**, go to the Quick Start Guides on [TransformMCG](#)
 - **If an employee **does not have a username and password**, should follow instructions under “Partners” on page 6 of the Planning for the Future Catalog.*

Partners Includes MCG Temporary Employees, Contractors, Volunteers, and Interns

A “Partner” is anyone employed by an organization which partners with MCG, such as HOC, Montgomery College, and MCPS; it also includes MCG temporary employees, contractors, volunteers, and student interns.

All Partners must setup a profile and request access to OLM through AccessMCG in order to r in a class.

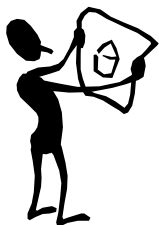
❖ Requesting Access

- **Step 1: Get instructions** by at the OHR Training Website: [Instructions for Non-Employees – How to Request Access to MCG Training Catalogs](#)
- **Step 2: Set up a profile** through AccessMCG. This is a County-wide application which gives the public the opportunity to request access to certain County databases.
- **Step 3: Request access** to the appropriate Catalog through AccessMCG.
 - MCG currently has three 3 catalogs:
 - Human Resources, Health and Human Services, and Libraries. For the classes listed in this flier, request access to the Human Resources Catalog. Once you have made your request, you will receive an email from OHR advising you that you may now access OLM and register for classes.
 - If you don’t know which catalog to request, contact the OHR Training Team at OLMAdministrator@MontgomeryCountyMD.gov or call 240-777-5116

❖ Register for Classes

- **Log-in to AccessMCG** by clicking this [link](#).
 - Log in using the user name and password you have set up above.
 - Select Human Resources Services > County Learning Services > County Learning Area *click the blackboard icon*
 - This will open up Oracle
 - Select MCG External Learner Self-Service > Learner Home
 - This will bring you to your personal Learner Home Page
- **To Search for a specific class**, use the Search window on the top left of the screen. Be sure to change the criteria from “course” to “class”.
- **Classes are listed** by title and date. For example: “Limited English Proficiency Class 2014-12-24”

❖ **For additional help**, go to the Quick Start Guides on the [OHR Training Web Page](#).



Lost? Look for the OLM “Quick Start Guides”!

- ❖ **Employees:** go to [TransformMCG](#)
- ❖ **Contractors and Partners:** go to [OHR Training Web](#)

Confirmation of Training Enrollment in OLM

***What is different
from our former training registration system?***

HERE'S WHAT YOU NEED TO KNOW

In our old system, when you enrolled in a class you received two confirmations: an immediate confirmation with course details and training locations, and a 7 day confirmation before your class. With Oracle Learning Management, you will receive the following confirmations:

Once you Enroll in a class:

1. An Oracle generated notification entitled **Workflow Mailer** is sent once you enroll in a class. This notification confirms your class registration, including the name of the class and the start and end date. The first notification does not provide the class the location.
2. A second **Workflow Mailer** will include the specific location of your training. This notification will be sent within 24 hours of enrolling in a class.

7 day confirmation:

3. You will receive a confirmation of your training 7 days before your class starts. This will include the Class specifics including Title, Start and End Date/time and the specific location of your class.
NOTE: If you enroll 6 days before your class starts, you will *not* receive the 7 day confirmation. *You will receive the 2 notifications above once you enroll in the class* that will include your class details including the specific location of class. Several classes have Wait Lists and if you are on a Wait List, you will not receive a Next Day Confirmation or a 7 Day Confirmation.

Helpful Hints—ENROLLING IN TRAINING

IMPORTANT WEB LINKS

If you are *NOT* reading this on the computer, here are the instructions for finding the web link when you are back on your computer.

Find it Fast:

While the log-in page is open, bookmark the page by using the Internet Explorer “favorites”.

1. Click the gold star at the upper right
2. Click down arrow
3. Click “Add Favorites”
4. Name it whatever you will remember
5. Save

OHR Training Web Page – type into your web browser:

www.montgomerycountymd.gov > Departments > Human Resources > Training.

TransformMCG – type into your web browser, **portal.mcgov.org** > TransformMCG at bottom of the page > Oracle HCM/Payroll > Oracle Learning Management

Oracle Employee Self Service – type into your web browser, **portal.mcgov.org** > ePortal > Oracle Employee Self Service

AccessMCG – type into your web browser, **www.montgomerycountymd.gov** > Online Services > AccessMCG

FINDING HELP WITH OLM

Below is a table describing the many helpful documents and on-line learning available to help you learn to navigate the OLM.

Employees	Non-Employees
OLM Quick Start Guides Simplified, illustrated guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class LOCATION: Transform MCG	OLM Quick Start Guides for Non-Employees Simplified, illustrated guides to Access the Catalog, Search for a Course, Search for a Class and Enroll in a Class LOCATION: OHR Training Page
Learner UPK's and Manager UPK's Interactive, automated step-by-step guides to every action available for Learners and Managers. Detailed step-by-step guides may also be printed from each UPK. LOCATION: Transform MCG	
Frequently Asked Questions FAQs Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. LOCATION: OHR Training Page	Frequently Asked Questions FAQs Question and Answer format, searchable by topic. Designed to cover questions from how to access the system, to troubleshooting navigation issues. LOCATION: OHR Training Page
OLM User's Guide Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. LOCATION: OHR Training Page	OLM User's Guide Provides an overview of the OLM system. Highlights of OLM, accessing the system for employees and partners, system structure, Learning Paths and Certifications, Mandatory Training and OLM Terminology. LOCATION: OHR Training Page
MCG Employees automatically have access to MCG Training Catalogs and Registration through Employee Self Service ESS	Instructions to Non-Employees – How to Request Access to MCG Training Catalogs Step-by-Step illustrated instructions to help non-employees go to AccessMCG, set-up a profile, and request approval to access the training catalogs. LOCATION: OHR Training Page

IF YOU NEED ADDITIONAL INFORMATION, PLEASE CONTACT A MEMBER OF THE OFFICE OF HUMAN RESOURCES TRAINING TEAM AT 240-777-5116 OR OLM.ADMIN@MONTGOMERYCOUNTYMD.GOV